



Drastic Increase in Process Efficiency in the Division of Weights & Measures Device Licensing Program

New Hampshire
Department of Agriculture,
Markets & Food

Summary

Utilizing Lean techniques, the Division created a new and improved licensing process that improved efficiency.

Accomplishments

- 80% reduction in out of compliance businesses;
- Overall, increase in satisfaction of regulated community and employees;
- Eliminated unnecessary and redundant efforts from the process

Team

- Elaina DeAngelo
- Tim Osmer
- Cheryl Ayer
- April Burke
- Rebecca Malila (team member & sponsor)

Contact

Elaina DeAngelo
271-3700

The Service

The Division of Weights and Measures (“Division”) sought to improve the efficiency of its device licensing program. The program licenses approximately 20,000 weighing and measuring devices throughout the state. Implementation of an improved process for commercial device licensing began in February 2014.

The Problem

- No clear process;
- Low efficiency of process;
- Backlogs;
- Delays to customers;
- Frustration of staff and regulated community;
- Delays caused device owner to conduct business without a valid license.

The Goal

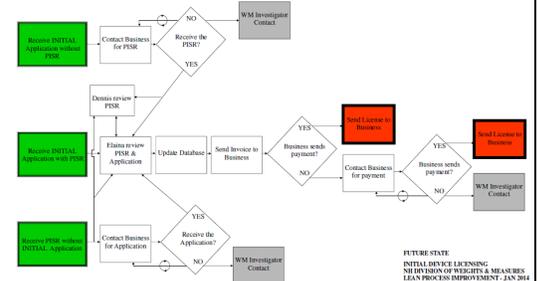
- Increase efficiency of process;
- Decrease cycle time;
- Faster processing time;
- Increase certification of device compliance with streamlined license process;
- Device owners to conduct business with a valid license.

The Lean Process

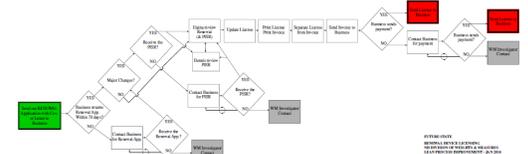
- Value stream mapping;
- Kaizens identified;
- Construction of new future state for initial licensing and renewals.

Future States

Initial Application



Renewal Application



The Results

- As of November 21, 2014, an **80% reduction** in out of compliance businesses (representing approx. 8,000 commercial devices);
- Decreased cycle time;
- Rate of completion increased;
- More consistent revenue stream;
- Reduction of waste;
- Clearer process for regulated community;
- Positive customer feedback.

The Best is Yet to Come! ~ William Shakespeare